

Payments, Cancellation & Failure-To-Attend (FTA) Policy

Payments

Payment deposits are taken by this practice to secure Private Appointments and Treatments as per our fee guide.

Cancellations

We aim to provide all our patients with the best possible service, and to achieve this we kindly ask for your co-operation. If you are unable to attend your appointment, we request that you give us as much notice as possible, and we require at least **2 working days/weekdays** notice so that we can allocate the time to someone else who may really need that appointment. Where payment deposits are made for Private Care including assessments and treatments, failure to give at least 2 working days/weekdays notice to us will result in a lost deposit.

Failure-To-Attend (FTA)

Non-attendance and cancellation at short notice without a valid reason deprives other patients of essential dental services.

Where payment deposits have been made for Private Care, failure-to-attend will result in a lost deposit.

Patients who fail to attend appointments more than once in the space of 12 months will be removed from the NHS list.

Lim Dental Practice regularly sends reminders and recalls to all existing patients.

If you have not attended for a routine check-up within 2 years of your last check up, please be aware that we are unable to offer you NHS care at these current times.

Thank you for your co-operation.